

## **Sandy Candela**

---

**From:** Sandy Candela  
**Sent:** Tuesday, July 19, 2016 8:38 AM  
**To:** Butera, Lisa  
**Subject:** RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870

**Importance:** High

Hi Lisa – do you have an update on this?

Thank you,

Sandy

**Sandy Candela**



1454 Main Street  
Suite C  
Dunedin, FL 34698

[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)  
[www.kynetictech.com](http://www.kynetictech.com)  
tel: (214) 774-2074  
fax: (727) 447-8620



**From:** Sandy Candela  
**Sent:** Friday, July 15, 2016 11:21 AM  
**To:** 'Butera, Lisa' <Lisa.Butera@sl.universalservice.org>  
**Subject:** RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870  
**Importance:** High

Is there any update on this?

Thank you,

Sandy

**Sandy Candela**  
**President/CEO**



1454 Main Street  
Suite C  
Dunedin, FL 34698

[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)  
[www.kynetictech.com](http://www.kynetictech.com)  
tel: (214) 774-2074  
fax: (727) 447-8620



**From:** Butera, Lisa [<mailto:Lisa.Butera@sl.universalservice.org>]  
**Sent:** Wednesday, July 13, 2016 10:28 AM  
**To:** Sandy Candela <[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)>  
**Subject:** RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870

I will review the documents and get back to you.  
Thanks  
Lisa

**From:** Sandy Candela [<mailto:SandyC@kynetictech.com>]  
**Sent:** Wednesday, July 13, 2016 10:27 AM  
**To:** Butera, Lisa  
**Subject:** RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870  
**Importance:** High

I sent this morning. Is this what you need? This is my first time with USAC so I am not completely sure this is what you need.

Sandy

**Sandy Candela**  
**President/CEO**



1454 Main Street  
Suite C  
Dunedin, FL 34698

[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)  
[www.kynetictech.com](http://www.kynetictech.com)  
tel: (214) 774-2074  
fax: (727) 447-8620



**From:** Butera, Lisa [<mailto:Lisa.Butera@sl.universalservice.org>]  
**Sent:** Wednesday, July 13, 2016 10:24 AM  
**To:** Sandy Candela <[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)>  
**Subject:** RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870

Hi Sandy

Your request shown is greater than \$1,000,000 therefore it has to be checked as it was submitted for review. Please refer to my previous email and send the correct documentation so that I may process your request.  
Thank you  
Lisa

**From:** Sandy Candela [<mailto:SandyC@kynetictech.com>]  
**Sent:** Tuesday, July 12, 2016 10:02 AM  
**To:** Butera, Lisa  
**Subject:** RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870  
**Importance:** High

Hi Lisa – I left you a few voicemails – I just want to clarify that I get you all the information you are looking for to get this invoice processed. Please call me at 727-543-6159.

Thank you,

Sandy

**Sandy Candela**  
**President/CEO**



1454 Main Street  
Suite C  
Dunedin, FL 34698

[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)  
[www.kynetictech.com](http://www.kynetictech.com)  
tel: (214) 774-2074  
fax: (727) 447-8620



**From:** Butera, Lisa [<mailto:Lisa.Butera@sl.universalservice.org>]  
**Sent:** Monday, July 11, 2016 3:48 PM

To: Sandy Candela <SandyC@kynetictech.com>

Cc: Sandy Candela@1727-447-8620 <IMCEAFAX-Sandy+20Candela+401727-447-8620@solixinc.com>

Subject: SLD Invoice No 2405537 /SP\_App Invoice No 143040870

SLD Invoice No	SP_App Invoice No	Line ID	Customer Billed Date	Customer Ship Date	471	FRN	SPIN
2405537	143040870	8060630		24-Jun-16	1009254	2805892	143040870

I am reviewing your request for reimbursement of the invoice line/s noted above.

**BILLS:**

Please submit:

- I. A copy of the summary page/s for the bill/s <for SPLs: sent to Applicant > / < for BEARs: received from Service Provider>, to show:
  - a. Bill Date / Ship Date,
  - b. Service Provider Name,
  - c. Bill-To Entity,
  - d. Current Charges,
  - e. Description of Products / Services Delivered,
    - i. Please provide written description of products / services when not indicated on bill. For example, Network Equipment is an insufficient description of product delivered.
  - f. Hours of work performed (for Basic Maintenance of Internal Connections).
- II. If the invoice is for deposits or up-front charges for services, please include a copy of the full contract that supports those charges.

**RESPONSE REQUIREMENT:**

Please provide this information to me as soon as possible within the next 7 calendar days, by End of Day Monday July 18, 2016. Failure to do so may result in a reduction or rejection of the invoice, without further request. In this event, please ensure you have all necessary documents collected before resubmitting your request. If you have any questions, please contact me within this 7 day period.

Thank you for your cooperation and continued support of the Universal Service Program.

**Lisa Butera**

**Case Management Associate, Invoicing Team,  
Schools and Libraries Program**

30 Lanidex Plaza West, Room N210 | Parsippany, NJ 07054

T: 973.581.7620 | F: 973.599.6539

[Lisa.Butera@sl.universalservice.org](mailto:Lisa.Butera@sl.universalservice.org)

## Sandy Candela

---

**From:** Sandy Candela  
**Sent:** Wednesday, July 27, 2016 12:33 AM  
**To:** Butera, Lisa  
**Subject:** RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870  
**Attachments:** img-726164519-0001.pdf

**Importance:** High

Form completed by customer

Sandy

## Sandy Candela



1454 Main Street  
Suite C  
Dunedin, FL 34698

[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)  
[www.kynetictech.com](http://www.kynetictech.com)  
tel: (214) 774-2074  
fax: (727) 447-8620



**From:** Butera, Lisa [mailto:Lisa.Butera@sl.universalservice.org]  
**Sent:** Friday, July 22, 2016 10:06 AM  
**To:** Sandy Candela <SandyC@kynetictech.com>  
**Cc:** Sandy Candela@1727-447-8620 <IMCEAFAX-Sandy+20Candela+401727-447-8620@solixinc.com>  
**Subject:** SLD Invoice No 2405537 /SP\_App Invoice No 143040870

SLD Invoice No	SP_App Invoice No	Line ID	Customer Billed Date	Customer Ship Date	471	FRN	SPIN
2405537	143040870	8060630		24-Jun-16	1009254	2805892	1430408

I am reviewing your request for reimbursement of the invoice line/s noted above.

### BILLS:

Please submit:

- I. A copy of the summary page/s for the bill/s <for SPIs: sent to Applicant > / < for BEARs: received from Service Provider>, to show:
  - a. Bill Date / Ship Date,
  - b. Service Provider Name,
  - c. Bill-To Entity,
  - d. Current Charges,
  - e. Description of Products / Services Delivered,
    - i. Please provide written description of products / services when not indicated on bill. For example, Network Equipment is an insufficient description of product delivered.
  - f. Hours of work performed (for Basic Maintenance of Internal Connections).
- II. If the invoice is for deposits or up-front charges for services, please include a copy of the full contract that supports those charges.

#### **SERVICE CERTIFICATION:**

Please also provide the attached Service Certification form, completed and certified by the authorized representative of the Applicant (school/library), for the products/services provided.

- I. The Representative/Contact Name, Title and Phone: the contact name should match as signatory. If the signatory is any other than the Representative/Contact Name identified on the form, please provide the full Name, Title and Phone Number of the signatory and a reason for the mismatch.
- II. Date Goods/Services Delivered: except for installation only invoice, required for all other products / services delivered;
- III. Date Goods/Services were or will be Installed: required only for non-recurring service (products that need installation);
  - a. This date is required regardless of party providing the installation.
- IV. Date Applicant Portion Paid and Check No., or Date to be Paid: required at all times.
- V. Certification box: select box either on the left or right side;
  - a. Left side: for services delivered/installed as on this invoice;
    - i. Based on service contracted for the FRN, please choose either Delivery Only or Delivery and Installation.
  - b. Right side: for services not yet delivered:
    - i. Please provide contract to indicate provision for up-front charges.
- VI. Signed and dated: by the authorized Applicant contact.

Please note: Service Certification forms are Invoice number specific. Due to audit requirements, the re-submittal of an earlier Service Certification form is not acceptable and will result in rejection of the current invoice line/s.

#### **RESPONSE REQUIREMENT:**

Please provide this information to me as soon as possible within the next 7 calendar days, by End of Day Friday July 29, 2016. Failure to do so may result in a reduction or rejection of the invoice, without further request. In this event, please ensure you have all necessary documents collected before resubmitting your request. If you have any questions, please contact me within this 7 day period.

Thank you for your cooperation and continued support of the Universal Service Program.

Lisa Butera  
Case Management Associate, Invoicing Team,  
Schools and Libraries Program  
30 Lanidex Plaza West, Room N210 | Parsippany, NJ 07054



## Sandy Candela

---

**From:** Sandy Candela  
**Sent:** Monday, August 8, 2016 9:23 AM  
**To:** Butera, Lisa  
**Subject:** RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870

**Importance:** High

Hi Lisa – can you tell me if you have everything you need? I really need to know the status of this – it has been well over a month since I submitted the original invoice.

Sandy

**Sandy Candela**



1454 Main Street  
Suite C  
Dunedin, FL 34698

[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)  
[www.kynetictech.com](http://www.kynetictech.com)  
tel: (214) 774-2074  
fax: (727) 447-8620



**From:** Sandy Candela  
**Sent:** Monday, August 01, 2016 4:05 PM  
**To:** Butera, Lisa <[Lisa.Butera@sl.universalservice.org](mailto:Lisa.Butera@sl.universalservice.org)>  
**Subject:** RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870  
**Importance:** High

Lisa – please confirm you received this. Also need to know if you now have everything you need.

Thank you,

Sandy

**Sandy Candela**





1454 Main Street  
Suite C  
Dunedin, FL 34698

[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)  
[www.kynetictech.com](http://www.kynetictech.com)  
tel: (214) 774-2074  
fax: (727) 447-8620



**From:** Sandy Candela  
**Sent:** Thursday, July 28, 2016 10:23 AM  
**To:** Butera, Lisa <[Lisa.Butera@sl.universalservice.org](mailto:Lisa.Butera@sl.universalservice.org)>  
**Subject:** RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870

Lisa, please confirm you received this.

Sandy Candela  
Kynetic Technologies LLC  
[www.kynetictech.com](http://www.kynetictech.com)  
214-774-2074

----- Original message -----

**From:** Sandy Candela <[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)>  
**Date:** 07/27/2016 12:33 AM (GMT-05:00)  
**To:** "Butera, Lisa" <[Lisa.Butera@sl.universalservice.org](mailto:Lisa.Butera@sl.universalservice.org)>  
**Cc:**  
**Subject:** RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870

Form completed by customer

Sandy

**Sandy Candela**



1454 Main Street  
Suite C  
Dunedin, FL 34698

[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)

[www.kynetictech.com](http://www.kynetictech.com)

tel: (214) 774-2074

fax: (727) 447-8620



**From:** Butera, Lisa [<mailto:Lisa.Butera@sl.universalservice.org>]  
**Sent:** Friday, July 22, 2016 10:06 AM  
**To:** Sandy Candela <[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)>  
**Cc:** Sandy Candela@1727-447-8620 <[IMCEAFAX-Sandy+20Candela+401727-447-8620@solixinc.com](mailto:IMCEAFAX-Sandy+20Candela+401727-447-8620@solixinc.com)>  
**Subject:** SLD Invoice No 2405537 /SP\_App Invoice No 143040870

SLD Invoice No	SP_App Invoice No	Line ID	Customer Billed Date	Customer Ship Date	471	FRN	SPI
2405537	143040870	8060630		24-Jun-16	1009254	2805892	143040

I am reviewing your request for reimbursement of the invoice line/s noted above.

## **BILLS:**

Please submit:

- I. A copy of the summary page/s for the bill/s <for SPIs: sent to Applicant > / < for BEARs: received from Service Provider>, to show:
  - a. Bill Date / Ship Date,
  - b. Service Provider Name,
  - c. Bill-To Entity,
  - d. Current Charges,
  - e. Description of Products / Services Delivered,
    - i. Please provide written description of products / services when not indicated on bill. For example, Network Equipment is an insufficient description of product delivered.
  - f. Hours of work performed (for Basic Maintenance of Internal Connections).
- II. If the invoice is for deposits or up-front charges for services, please include a copy of the full contract that supports those charges.

## **SERVICE CERTIFICATION:**

Please also provide the attached Service Certification form, completed and certified by the authorized representative of the Applicant (school/library), for the products/services provided.

- I. The Representative/Contact Name, Title and Phone: the contact name should match as signatory. If the signatory is any other than the Representative/Contact Name identified on the form, please provide the full Name, Title and Phone Number of the signatory and a reason for the mismatch.
- II. Date Goods/Services Delivered: except for installation only invoice, required for all other products / services delivered;
- III. Date Goods/Services were or will be Installed: required only for non-recurring service (products that need installation);
  - a. This date is required regardless of party providing the installation.

- IV. Date Applicant Portion Paid and Check No., or Date to be Paid: required at all times.
- V. Certification box: select box either on the left or right side;
  - a. Left side: for services delivered/installed as on this invoice;
    - i. Based on service contracted for the FRN, please choose either Delivery Only or Delivery and Installation.
  - b. Right side: for services not yet delivered:
    - i. Please provide contract to indicate provision for up-front charges.
- VI. Signed and dated: by the authorized Applicant contact.

Please note: Service Certification forms are Invoice number specific. Due to audit requirements, the re-submittal of an earlier Service Certification form is not acceptable and will result in rejection of the current invoice line/s.

**RESPONSE REQUIREMENT:**

Please provide this information to me as soon as possible within the next 7 calendar days, by End of Day Friday July 29, 2016. Failure to do so may result in a reduction or rejection of the invoice, without further request. In this event, please ensure you have all necessary documents collected before resubmitting your request. If you have any questions, please contact me within this 7 day period.

Thank you for your cooperation and continued support of the Universal Service Program.

**Lisa Butera**

**Case Management Associate, Invoicing Team,**

**Schools and Libraries Program**

30 Lanidex Plaza West, Room N210 | Parsippany, NJ 07054

T: 973.581.7620 | F: 973.599.6539

[Lisa.Butera@sl.universalservice.org](mailto:Lisa.Butera@sl.universalservice.org)



## Sandy Candela

---

**From:** Sandy Candela  
**Sent:** Wednesday, August 10, 2016 9:59 AM  
**To:** sldpr@gdit.com  
**Subject:** Case 108222  
**Attachments:** RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870; RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870; RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870; RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870; RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870; RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870; RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870; RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870; RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870; RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870; RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870; RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870

**Importance:** High

Taeler,

I have also left messages every day – I have only received a few email responses requesting more information but none since I sent in the latest request which was July 27 although I have asked several times if she received it and if there was anything else she needed by email and phone. I put delivery and read receipts on the emails – always get a delivery receipt, rarely get a read receipt.

I am just very frustrated because other than “in review” I have no idea where this invoice is in the process. The original invoice was submitted the end of June.

Thank you,

Sandy

**Sandy Candela**  
**President/CEO**



1454 Main Street  
Suite C  
Dunedin, FL 34698

[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)  
[www.kynetictech.com](http://www.kynetictech.com)  
tel: (214) 774-2074  
fax: (727) 447-8620





1454 Main Street  
Suite C  
Dunedin, FL 34698

[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)  
[www.kynetictech.com](http://www.kynetictech.com)  
tel: (214) 774-2074  
fax: (727) 447-8620



**From:** Sandy Candela  
**Sent:** Monday, August 01, 2016 4:05 PM  
**To:** Butera, Lisa <[Lisa.Butera@sl.universalservice.org](mailto:Lisa.Butera@sl.universalservice.org)>  
**Subject:** RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870  
**Importance:** High

Lisa – please confirm you received this. Also need to know if you now have everything you need.

Thank you,

Sandy

**Sandy Candela**



1454 Main Street  
Suite C  
Dunedin, FL 34698

[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)  
[www.kynetictech.com](http://www.kynetictech.com)  
tel: (214) 774-2074  
fax: (727) 447-8620



**From:** Sandy Candela  
**Sent:** Thursday, July 28, 2016 10:23 AM  
**To:** Butera, Lisa <[Lisa.Butera@sl.universalservice.org](mailto:Lisa.Butera@sl.universalservice.org)>  
**Subject:** RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870

Lisa, please confirm you received this.

Sandy Candela  
Kynetic Technologies LLC  
[www.kynetictech.com](http://www.kynetictech.com)  
214-774-2074

----- Original message -----

From: Sandy Candela <[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)>  
Date: 07/27/2016 12:33 AM (GMT-05:00)  
To: "Butera, Lisa" <[Lisa.Butera@sl.universalservice.org](mailto:Lisa.Butera@sl.universalservice.org)>  
Cc:  
Subject: RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870

Form completed by customer

Sandy

**Sandy Candela**



1454 Main Street

Suite C

Dunedin, FL 34698

[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)

[www.kynetictech.com](http://www.kynetictech.com)

tel: (214) 774-2074

fax: (727) 447-8620





**From:** Butera, Lisa [mailto:Lisa.Butera@sl.universalservice.org]  
**Sent:** Friday, July 22, 2016 10:06 AM  
**To:** Sandy Candela <SandyC@kynetictech.com>  
**Cc:** Sandy Candela@1727-447-8620 <IMCEAFAX-Sandy+20Candela+401727-447-8620@solixinc.com>  
**Subject:** SLD Invoice No 2405537 /SP\_App Invoice No 143040870

SLD Invoice No	SP_App Invoice No	Line ID	Customer Billed Date	Customer Ship Date	471	FRN	SPI
2405537	143040870	8060630		24-Jun-16	1009254	2805892	143040

I am reviewing your request for reimbursement of the invoice line/s noted above.

**BILLS:**

Please submit:

- I. A copy of the summary page/s for the bill/s <for SPIs: sent to Applicant > / < for BEARs: received from Service Provider>, to show:
  - a. Bill Date / Ship Date,
  - b. Service Provider Name,
  - c. Bill-To Entity,
  - d. Current Charges,
  - e. Description of Products / Services Delivered,

i. Please provide written description of products / services when not indicated on bill. For example, Network Equipment is an insufficient description of product delivered.

f. Hours of work performed (for Basic Maintenance of Internal Connections).

II. If the invoice is for deposits or up-front charges for services, please include a copy of the full contract that supports those charges.

## **SERVICE CERTIFICATION:**

Please also provide the attached Service Certification form, completed and certified by the authorized representative of the Applicant (school/library), for the products/services provided.

I. The Representative/Contact Name, Title and Phone: the contact name should match as signatory. If the signatory is any other than the Representative/Contact Name identified on the form, please provide the full Name, Title and Phone Number of the signatory and a reason for the mismatch.

II. Date Goods/Services Delivered: except for installation only invoice, required for all other products / services delivered;

III. Date Goods/Services were or will be Installed: required only for non-recurring service (products that need installation);

a. This date is required regardless of party providing the installation.

IV. Date Applicant Portion Paid and Check No., or Date to be Paid: required at all times.

V. Certification box: select box either on the left or right side;

a. Left side: for services delivered/installed as on this invoice;

i. Based on service contracted for the FRN, please choose either Delivery Only or Delivery and Installation.

b. Right side: for services not yet delivered:

i. Please provide contract to indicate provision for up-front charges.

VI. Signed and dated: by the authorized Applicant contact.

Please note: Service Certification forms are Invoice number specific. Due to audit requirements, the re-submittal of an earlier Service Certification form is not acceptable and will result in rejection of the current invoice line/s.

**RESPONSE REQUIREMENT:**

Please provide this information to me as soon as possible within the next 7 calendar days, by End of Day Friday July 29, 2016. Failure to do so may result in a reduction or rejection of the invoice, without further request. In this event, please ensure you have all necessary documents collected before resubmitting your request. If you have any questions, please contact me within this 7 day period.

Thank you for your cooperation and continued support of the Universal Service Program.

**Lisa Butera**

**Case Management Associate, Invoicing Team,**

**Schools and Libraries Program**

30 Lanidex Plaza West, Room N210 | Parsippany, NJ 07054

T: 973.581.7620 | F: 973.599.6539

[Lisa.Butera@sl.universalservice.org](mailto:Lisa.Butera@sl.universalservice.org)

**Sandy Candela**

---

**From:** Microsoft Outlook  
**To:** Butera, Lisa  
**Sent:** Thursday, August 11, 2016 1:39 PM  
**Subject:** Relayed: RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870

**Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:**

Butera, Lisa (Lisa.Butera@sl.universalservice.org)

**Subject:** RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870



RE: SLD  
Invoice No 2...

## Sandy Candela

---

**From:** Sandy Candela  
**Sent:** Thursday, August 11, 2016 1:39 PM  
**To:** Butera, Lisa  
**Subject:** RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870  
**Importance:** High

Lisa – I am still looking for some response from you to see if you have all you need! I really need a response. Also to see where this is in the process. I have lots of people looking for payment!

Sandy

**Sandy Candela**  
**President/CEO**



1454 Main Street  
Suite C  
Dunedin, FL 34698

[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)  
[www.kynetictech.com](http://www.kynetictech.com)  
tel: (214) 774-2074  
fax: (727) 447-8620



**From:** Sandy Candela  
**Sent:** Monday, August 08, 2016 9:23 AM  
**To:** 'Butera, Lisa' <Lisa.Butera@sl.universalservice.org>  
**Subject:** RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870  
**Importance:** High

Hi Lisa – can you tell me if you have everything you need? I really need to know the status of this – it has been well over a month since I submitted the original invoice.

Sandy

**Sandy Candela**

## Sandy Candela

---

**From:** Sandy Candela  
**Sent:** Wednesday, September 14, 2016 1:46 PM  
**To:** 'Butera, Lisa'  
**Subject:** RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870  
**Attachments:** Crowley invoices.pdf; Crowley Customer Acceptance of Work Completion.pdf; Crowley serial numbers & location.pdf; Crowley products - USAC.XLSX; Inv\_105327  
\_from\_Kynetic\_Technologies\_LLC\_16228.pdf; Inv\_105328  
\_from\_Kynetic\_Technologies\_LLC\_16228.pdf; Inv\_105329  
\_from\_Kynetic\_Technologies\_LLC\_16228.pdf; Inv\_105330  
\_from\_Kynetic\_Technologies\_LLC\_16228.pdf; Inv\_105331  
\_from\_Kynetic\_Technologies\_LLC\_16228.pdf; Inv\_105332  
\_from\_Kynetic\_Technologies\_LLC\_16228.pdf; Inv\_105333  
\_from\_Kynetic\_Technologies\_LLC\_16228.pdf; Inv\_105334  
\_from\_Kynetic\_Technologies\_LLC\_16228.pdf; Inv\_105335  
\_from\_Kynetic\_Technologies\_LLC\_16228.pdf; Inv\_105336  
\_from\_Kynetic\_Technologies\_LLC\_16228.pdf; Inv\_105337  
\_from\_Kynetic\_Technologies\_LLC\_16228.pdf; Inv\_105338  
\_from\_Kynetic\_Technologies\_LLC\_16228.pdf; Inv\_105339  
\_from\_Kynetic\_Technologies\_LLC\_16228.pdf; Inv\_105340  
\_from\_Kynetic\_Technologies\_LLC\_16228.pdf; Inv\_105341  
\_from\_Kynetic\_Technologies\_LLC\_16228.pdf; Inv\_105342  
\_from\_Kynetic\_Technologies\_LLC\_16228.pdf; Inv\_105343  
\_from\_Kynetic\_Technologies\_LLC\_16228.pdf; Inv\_105344  
\_from\_Kynetic\_Technologies\_LLC\_16228.pdf; Inv\_105345  
\_from\_Kynetic\_Technologies\_LLC\_16228.pdf; Inv\_105346  
\_from\_Kynetic\_Technologies\_LLC\_16228.pdf; Inv\_105347  
\_from\_Kynetic\_Technologies\_LLC\_16228.pdf; Inv\_105348  
\_from\_Kynetic\_Technologies\_LLC\_16228.pdf; Inv\_105349  
\_from\_Kynetic\_Technologies\_LLC\_16228.pdf

**Importance:** High

Lisa, I just left you a message. I really have no idea what else I need to provide. Here is the information I sent 2 months ago on July 13<sup>th</sup>. I will send packing slips in separate emails as they are too large to send in one.

The attached invoices to Crowley were paid on 6/17/2016 for a total of 394,726.52. This included a portion that was not approved on the FDL letter.

I am not sure what else you need on the Service Certification form that you state is not acceptable.

Thank you,  
Sandy

**Sandy Candela**



1454 Main Street

Suite C  
Dunedin, FL 34698

[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)  
[www.kynetictech.com](http://www.kynetictech.com)  
tel: (214) 774-2074  
fax: (727) 447-8620



**From:** Butera, Lisa [mailto:Lisa.Butera@sl.universalservice.org]  
**Sent:** Wednesday, September 14, 2016 7:58 AM  
**To:** Sandy Candela <SandyC@kynetictech.com>  
**Cc:** Sandy Candela@1727-447-8620 <IMCEAFAS-Sandy+20Candela+401727-447-8620@solixinc.com>  
**Subject:** RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870

SLD Invoice No	SP_App Invoice No	Line ID	Customer Billed Date	Customer Ship Date	471	FRN	SPIN
2405537	143040870	8060630		24-Jun-16	1009254	2805892	143040870

I am reviewing your request for reimbursement of the invoice line/s noted above.

**BILLS:**

Please submit:

- I. A copy of the summary page/s for the bill/s <for SPIs: sent to Applicant > / < for BEARs: received from Service Provider>, to show:
  - a. Bill Date / Ship Date,
  - b. Service Provider Name,
  - c. Bill-To Entity,
  - d. Current Charges,
  - e. Description of Products / Services Delivered,
    - i. Please provide written description of products / services when not indicated on bill. For example, Network Equipment is an insufficient description of product delivered.
  - f. Hours of work performed (for Basic Maintenance of Internal Connections).
- II. If the invoice is for deposits or up-front charges for services, please include a copy of the full contract that supports those charges.

**SERVICE CERTIFICATION:**

Please also provide the attached Service Certification form, completed and certified by the authorized representative of the Applicant (school/library), for the products/services provided.

- I. The Representative/Contact Name, Title and Phone: the contact name should match as signatory. If the signatory is any other than the Representative/Contact Name identified on the form, please provide the full Name, Title and Phone Number of the signatory and a reason for the mismatch.
- II. Date Goods/Services Delivered: except for installation only invoice, required for all other products / services delivered;
- III. Date Goods/Services were or will be Installed: required only for non-recurring service (products that need installation);
  - a. This date is required regardless of party providing the installation.
- IV. Date Applicant Portion Paid and Check No., or Date to be Paid: required at all times.
- V. Certification box: select box either on the left or right side;
  - a. Left side: for services delivered/installed as on this invoice;
    - i. Based on service contracted for the FRN, please choose either Delivery Only or Delivery and Installation.
  - b. Right side: for services not yet delivered:
    - i. Please provide contract to indicate provision for up-front charges.
- VI. Signed and dated: by the authorized Applicant contact.

Please note: Service Certification forms are Invoice number specific. Due to audit requirements, the re-submittal of an earlier Service Certification form is not acceptable and will result in rejection of the current invoice line/s.

**RESPONSE REQUIREMENT:**

Please provide this information to me as soon as possible within the next 7 calendar days, by End of Day Wednesday September 21, 2016 . Failure to do so may result in a reduction or rejection of the invoice, without further request. In this event, please ensure you have all necessary documents collected before resubmitting your request. If you have any questions, please contact me within this 7 day period.

Thank you for your cooperation and continued support of the Universal Service Program.

**Lisa Butera**  
**Case Management Associate, Invoicing Team,**  
**Schools and Libraries Program**  
30 Lanidex Plaza West, Room N210 | Parsippany, NJ 07054  
T: 973.581.7620 | F: 973.599.6539  
[Lisa.Butera@sl.universalservice.org](mailto:Lisa.Butera@sl.universalservice.org)

----- Confidentiality Notice: The information in this e-mail and any attachments thereto is intended for the named recipient(s) only . This e-mail, including any attachments, may contain information that is privileged and confidential and subject to legal restrictions and penalties regarding its unauthorized disclosure or other use. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or the taking of any action or inaction in reliance on the contents of this e-mail and any of its attachments is **STRICTLY PROHIBITED**. If you have received this e-mail in error, please immediately notify the sender via return e-mail; delete this e-mail and all attachments from your e-mail system and your computer system and network; and destroy any paper copies you may have in your possession. Thank you for your cooperation.



## Sandy Candela

---

**From:** Sandy Candela  
**Sent:** Wednesday, September 14, 2016 1:10 PM  
**To:** 'Butera, Lisa'  
**Subject:** FW: packing slip  
**Attachments:** Crowley ISD Shipping Packets 8.pdf  
  
**Importance:** High

**From:** Sandy Candela  
**Sent:** Friday, September 2, 2016 12:31 PM  
**To:** Campbell, Scott L. <scott.campbell@crowley.k12.tx.us>  
**Cc:** Matt McMahan <MattM@kynetictech.com>; Amin Lalani <AminL@kynetictech.com>  
**Subject:** packing slip  
**Importance:** High

Sandy

## Sandy Candela



1454 Main Street  
Suite C  
Dunedin, FL 34698

[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)  
[www.kynetictech.com](http://www.kynetictech.com)  
tel: (214) 774-2074  
fax: (727) 447-8620



## Sandy Candela

---

**From:** Sandy Candela  
**Sent:** Wednesday, September 14, 2016 1:10 PM  
**To:** 'Butera, Lisa'  
**Subject:** FW: packing slip  
**Attachments:** Crowley ISD Shipping Packets 7.pdf  
  
**Importance:** High

**From:** Sandy Candela  
**Sent:** Friday, September 2, 2016 12:30 PM  
**To:** Campbell, Scott L. <scott.campbell@crowley.k12.tx.us>  
**Cc:** Matt McMahan <MattM@kynetictech.com>; Amin Lalani <AminL@kynetictech.com>  
**Subject:** packing slip  
**Importance:** High

Sandy

## Sandy Candela



1454 Main Street  
Suite C  
Dunedin, FL 34698

[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)  
[www.kynetictech.com](http://www.kynetictech.com)  
tel: (214) 774-2074  
fax: (727) 447-8620



## Sandy Candela

---

**From:** Sandy Candela  
**Sent:** Wednesday, September 14, 2016 1:10 PM  
**To:** 'Butera, Lisa'  
**Subject:** FW: packing slip  
**Attachments:** Crowley ISD Shipping Packets 6.pdf  
  
**Importance:** High

**From:** Sandy Candela  
**Sent:** Friday, September 2, 2016 12:30 PM  
**To:** Campbell, Scott L. <scott.campbell@crowley.k12.tx.us>  
**Cc:** Matt McMahan <MattM@kynetictech.com>; Amin Lalani <AminL@kynetictech.com>  
**Subject:** packing slip  
**Importance:** High

Sandy

## Sandy Candela



1454 Main Street  
Suite C  
Dunedin, FL 34698

[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)  
[www.kynetictech.com](http://www.kynetictech.com)  
tel: (214) 774-2074  
fax: (727) 447-8620



## Sandy Candela

---

**From:** Sandy Candela  
**Sent:** Wednesday, September 14, 2016 1:10 PM  
**To:** 'Butera, Lisa'  
**Subject:** FW: packing slip  
**Attachments:** Crowley ISD Shipping Packets 5.pdf  
  
**Importance:** High

**From:** Sandy Candela  
**Sent:** Friday, September 2, 2016 12:30 PM  
**To:** Campbell, Scott L. <scott.campbell@crowley.k12.tx.us>  
**Cc:** Matt McMahan <MattM@kynetictech.com>; Amin Lalani <AminL@kynetictech.com>  
**Subject:** packing slip  
**Importance:** High

Sandy

## Sandy Candela



1454 Main Street  
Suite C  
Dunedin, FL 34698

[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)  
[www.kynetictech.com](http://www.kynetictech.com)  
tel: (214) 774-2074  
fax: (727) 447-8620



## Sandy Candela

---

**From:** Sandy Candela  
**Sent:** Wednesday, September 14, 2016 1:11 PM  
**To:** 'Butera, Lisa'  
**Subject:** FW: packing slip  
**Attachments:** Crowley ISD Shipping Packets 4.pdf  
  
**Importance:** High

**From:** Sandy Candela  
**Sent:** Friday, September 2, 2016 12:30 PM  
**To:** Campbell, Scott L. <scott.campbell@crowley.k12.tx.us>  
**Cc:** Matt McMahan <MattM@kynetictech.com>; Amin Lalani <AminL@kynetictech.com>  
**Subject:** packing slip  
**Importance:** High

Sandy

## Sandy Candela



1454 Main Street  
Suite C  
Dunedin, FL 34698

[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)  
[www.kynetictech.com](http://www.kynetictech.com)  
tel: (214) 774-2074  
fax: (727) 447-8620



## Sandy Candela

---

**From:** Sandy Candela  
**Sent:** Wednesday, September 14, 2016 1:11 PM  
**To:** 'Butera, Lisa'  
**Subject:** FW: packing slip  
**Attachments:** Crowley ISD Shipping Packets 3.pdf  
  
**Importance:** High

**From:** Sandy Candela  
**Sent:** Friday, September 2, 2016 12:30 PM  
**To:** Campbell, Scott L. <scott.campbell@crowley.k12.tx.us>  
**Cc:** Matt McMahan <MattM@kynetictech.com>; Amin Lalani <AminL@kynetictech.com>  
**Subject:** packing slip  
**Importance:** High

Sandy

## Sandy Candela



1454 Main Street  
Suite C  
Dunedin, FL 34698

[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)  
[www.kynetictech.com](http://www.kynetictech.com)  
tel: (214) 774-2074  
fax: (727) 447-8620



## Sandy Candela

---

**From:** Sandy Candela  
**Sent:** Wednesday, September 14, 2016 1:11 PM  
**To:** 'Butera, Lisa'  
**Subject:** FW: packing slip  
**Attachments:** Crowley ISD Shipping Packets 2.pdf  
  
**Importance:** High

**From:** Sandy Candela  
**Sent:** Friday, September 2, 2016 12:30 PM  
**To:** Campbell, Scott L. <scott.campbell@crowley.k12.tx.us>  
**Cc:** Matt McMahan <MattM@kynetictech.com>; Amin Lalani <AminL@kynetictech.com>  
**Subject:** packing slip  
**Importance:** High

•  
Sandy

## Sandy Candela



1454 Main Street  
Suite C  
Dunedin, FL 34698

[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)  
[www.kynetictech.com](http://www.kynetictech.com)  
tel: (214) 774-2074  
fax: (727) 447-8620



## Sandy Candela

---

**From:** Sandy Candela  
**Sent:** Wednesday, September 14, 2016 1:11 PM  
**To:** 'Butera, Lisa'  
**Subject:** FW: packing slips  
**Attachments:** Crowley ISD Shipping Packets 1.pdf

**Importance:** High

**From:** Sandy Candela  
**Sent:** Friday, September 2, 2016 12:29 PM  
**To:** Campbell, Scott L. <scott.campbell@crowley.k12.tx.us>  
**Cc:** Matt McMahan <MattM@kynetictech.com>; Amin Lalani <AminL@kynetictech.com>  
**Subject:** packing slips  
**Importance:** High

I will send one at a time – there are 8 files

Sandy

## Sandy Candela



1454 Main Street  
Suite C  
Dunedin, FL 34698

[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)  
[www.kynetictech.com](http://www.kynetictech.com)  
tel: (214) 774-2074  
fax: (727) 447-8620





## Sandy Candela

---

**From:** Sandy Candela  
**Sent:** Wednesday, September 14, 2016 1:12 PM  
**To:** 'Butera, Lisa'  
**Subject:** FW: E-rate documentation  
**Attachments:** Crowley Asset Report\_06152016.xlsx  
  
**Importance:** High

-----Original Message-----

From: Sandy Candela  
Sent: Thursday, September 1, 2016 12:22 PM  
To: scott.campbell@crowley.k12.tx.us  
Cc: Matt McMahan <MattM@kynetictech.com>; Amin Lalani <AminL@kynetictech.com>  
Subject: RE: E-rate documentation  
Importance: High

Scott - here is the asset report with serial numbers by campus. Please let me know if there is anything else you need.

Thank you,

Sandy

Sandy Candela

1454 Main Street  
Suite C  
Dunedin, FL 34698

SandyC@kynetictech.com  
www.kynetictech.com  
tel: (214) 774-2074  
fax: (727) 447-8620

-----Original Message-----

From: Amin Lalani  
Sent: Thursday, September 01, 2016 10:04 AM  
To: Sandy Candela <SandyC@kynetictech.com>  
Cc: Matt McMahan <MattM@kynetictech.com>  
Subject: FW: E-rate documentation

Sandy se Scotts response below- can you get that to him as soon as you can.

Thanks,

Amin Lalani

-----Original Message-----

From: Campbell, Scott L. [mailto:scott.campbell@crowley.k12.tx.us]

Sent: Thursday, September 1, 2016 8:46 AM

To: Amin Lalani <AminL@kynetictech.com>

Cc: Matt McMahan <MattM@kynetictech.com>

Subject: E-rate documentation

Amin,

I have to upload documents for e-rate. I need the shipping labels and the serial numbers of the chassi's and access points by campus. I think it's the same info you guys had to give e-rate. We need copies for our records. Electronic is fine.

Scott

**Sandy Candela**

---

**From:** Microsoft Outlook  
**To:** Butera, Lisa  
**Sent:** Wednesday, September 14, 2016 1:48 PM  
**Subject:** Relayed: FW: packing slip

**Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:**

Butera, Lisa (Lisa.Butera@sl.universalservice.org)

Subject: FW: packing slip



FW: packing  
slip

## Sandy Candela

---

**From:** Microsoft Outlook  
**To:** Butera, Lisa  
**Sent:** Wednesday, September 14, 2016 1:48 PM  
**Subject:** Relayed: FW: packing slip

**Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:**

Butera, Lisa (Lisa.Butera@sl.universalservice.org)

Subject: FW: packing slip



FW: packing  
slip

## Sandy Candela

---

**From:** Microsoft Outlook  
**To:** Butera, Lisa  
**Sent:** Wednesday, September 14, 2016 1:48 PM  
**Subject:** Relayed: FW: packing slip

**Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:**

Butera, Lisa (Lisa.Butera@sl.universalservice.org)

Subject: FW: packing slip



FW: packing  
slip

**Sandy Candela**

---

**From:** Microsoft Outlook  
**To:** Butera, Lisa  
**Sent:** Wednesday, September 14, 2016 1:48 PM  
**Subject:** Relayed: FW: packing slip

**Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:**

Butera, Lisa (Lisa.Butera@sl.universalservice.org)

Subject: FW: packing slip



FW: packing  
slip

**Sandy Candela**

---

**From:** Microsoft Outlook  
**To:** Butera, Lisa  
**Sent:** Wednesday, September 14, 2016 1:48 PM  
**Subject:** Relayed: FW: packing slip

**Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:**

Butera, Lisa ([Lisa.Butera@sl.universalservice.org](mailto:Lisa.Butera@sl.universalservice.org))

Subject: FW: packing slip



FW: packing  
slip

## Sandy Candela

---

**From:** Microsoft Outlook  
**To:** Butera, Lisa  
**Sent:** Wednesday, September 14, 2016 1:49 PM  
**Subject:** Relayed: FW: packing slip

**Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:**

Butera, Lisa (Lisa.Butera@sl.universalservice.org)

Subject: FW: packing slip



FW: packing  
slip



**Sandy Candela**

---

**From:** Microsoft Outlook  
**To:** Butera, Lisa  
**Sent:** Wednesday, September 14, 2016 1:49 PM  
**Subject:** Relayed: FW: packing slip

**Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:**

Butera, Lisa (Lisa.Butera@sl.universalservice.org)

Subject: FW: packing slip



FW: packing  
slip

## Sandy Candela

---

**From:** Microsoft Outlook  
**To:** Butera, Lisa  
**Sent:** Wednesday, September 14, 2016 1:49 PM  
**Subject:** Relayed: FW: E-rate documentation

**Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:**

Butera, Lisa ([Lisa.Butera@sl.universalservice.org](mailto:Lisa.Butera@sl.universalservice.org))

Subject: FW: E-rate documentation



FW: E-rate  
documentati...

**Sandy Candela**

---

**From:** Microsoft Outlook  
**To:** Butera, Lisa  
**Sent:** Wednesday, September 14, 2016 1:49 PM  
**Subject:** Relayed: FW: packing slips

**Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:**

Butera, Lisa (Lisa.Butera@sl.universalservice.org)

Subject: FW: packing slips



FW: packing  
slips

## **Sandy Candela**

---

**From:** Microsoft Outlook  
**To:** Butera, Lisa  
**Sent:** Wednesday, September 14, 2016 1:50 PM  
**Subject:** Relayed: RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870

**Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:**

Butera, Lisa (Lisa.Butera@sl.universalservice.org)

**Subject:** RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870



RE: SLD  
Invoice No 2...

**Sandy Candela**

---

**From:** Microsoft Outlook  
**To:** Butera, Lisa  
**Sent:** Wednesday, September 14, 2016 2:48 PM  
**Subject:** Relayed: FW: SLD Invoice No 2405537 /SP\_App Invoice No 143040870

**Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:**

Butera, Lisa (Lisa.Butera@sl.universalservice.org)

Subject: FW: SLD Invoice No 2405537 /SP\_App Invoice No 143040870



FW: SLD  
Invoice No 2...

**Sandy Candela**

---

**From:** Microsoft Outlook  
**To:** Butera, Lisa  
**Sent:** Wednesday, September 14, 2016 2:51 PM  
**Subject:** Relayed: RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870

**Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:**

Butera, Lisa (Lisa.Butera@sl.universalservice.org)

Subject: RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870



RE: SLD  
Invoice No 2...

**Sandy Candela**

---

**From:** Microsoft Outlook  
**To:** Butera, Lisa  
**Sent:** Thursday, September 15, 2016 9:50 AM  
**Subject:** Relayed: RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870

**Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:**

Butera, Lisa ([Lisa.Butera@sl.universalservice.org](mailto:Lisa.Butera@sl.universalservice.org))

Subject: RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870



RE: SLD  
Invoice No 2...

**Sandy Candela**

---

**From:** Microsoft Outlook  
**To:** Butera, Lisa  
**Sent:** Friday, September 16, 2016 9:08 AM  
**Subject:** Relayed: RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870

**Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:**

Butera, Lisa ([Lisa.Butera@sl.universalservice.org](mailto:Lisa.Butera@sl.universalservice.org))

Subject: RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870



RE: SLD  
Invoice No 2...



## Sandy Candela

---

**From:** Sandy Candela  
**Sent:** Friday, September 30, 2016 8:58 AM  
**To:** 'Butera, Lisa'  
**Subject:** RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870

**Importance:** High

Hi Lisa

Is there any update you can give me?

Sandy

## Sandy Candela



1454 Main Street  
Suite C  
Dunedin, FL 34698

[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)  
[www.kynetictech.com](http://www.kynetictech.com)  
tel: (214) 774-2074  
fax: (727) 447-8620



**From:** Sandy Candela  
**Sent:** Tuesday, September 27, 2016 10:51 AM  
**To:** 'Butera, Lisa' <Lisa.Butera@sl.universalservice.org>  
**Subject:** RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870  
**Importance:** High

Lisa – can I get an updated status please.

Sandy

## Sandy Candela



1454 Main Street  
Suite C  
Dunedin, FL 34698

[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)  
[www.kynetictech.com](http://www.kynetictech.com)  
tel: (214) 774-2074  
fax: (727) 447-8620



**From:** Sandy Candela  
**Sent:** Friday, September 16, 2016 11:52 AM  
**To:** 'Butera, Lisa' <[Lisa.Butera@sl.universalservice.org](mailto:Lisa.Butera@sl.universalservice.org)>  
**Subject:** RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870  
**Importance:** High

These are the copies of the invoices that the school was responsible for. Each invoice is for a different school with the school listed under the description. I have included the equipment with serial numbers for each school. Can you review one of these and tell me if this is ok so I can fix it right away and not have to wait another 2 months please.

Thank you,  
Sandy

**Sandy Candela**



1454 Main Street  
Suite C  
Dunedin, FL 34698

[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)  
[www.kynetictech.com](http://www.kynetictech.com)  
tel: (214) 774-2074  
fax: (727) 447-8620



**From:** Butera, Lisa [<mailto:Lisa.Butera@sl.universalservice.org>]  
**Sent:** Friday, September 16, 2016 9:21 AM  
**To:** Sandy Candela <[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)>  
**Subject:** RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870

Sandy

I left you a message yesterday in regards to getting a copy of the invoices sent directly to the school in order to continue to review this invoice. I will need to see the same bill that was given to the school that shows their portion and the bill to

name. I also did respond to Scott's email as all that was needed was confirmation that he did sign the service certification as I have explained in my previous emails as well as the instructions state in the service certification section of my emails. If you can please get this information to me within 7 days Friday September 23, 2016.

Thank you  
Lisa

**From:** Sandy Candela [<mailto:SandyC@kynetictech.com>]  
**Sent:** Friday, September 16, 2016 9:07 AM  
**To:** Butera, Lisa  
**Cc:** Matt McMahan; Campbell, Scott L.  
**Subject:** RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870  
**Importance:** High

Lisa,

I didn't see a response from you regarding Scott's question. We are all very confused on what else you need as we have both provided everything we think you need. If there is something else you need, please be very specific on what that is so we can get this invoice paid.

Thank you,

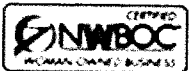
Sandy

**Sandy Candela**



1454 Main Street  
Suite C  
Dunedin, FL 34698

[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)  
[www.kynetictech.com](http://www.kynetictech.com)  
tel: (214) 774-2074  
fax: (727) 447-8620



**From:** Campbell, Scott L. [<mailto:scott.campbell@crowley.k12.tx.us>]  
**Sent:** Thursday, September 15, 2016 1:56 PM  
**To:** Butera, Lisa <[Lisa.Butera@sl.universalservice.org](mailto:Lisa.Butera@sl.universalservice.org)>  
**Cc:** Matt McMahan <[MattM@kynetictech.com](mailto:MattM@kynetictech.com)>; Sandy Candela <[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)>  
**Subject:** Re: SLD Invoice No 2405537 /SP\_App Invoice No 143040870

Lisa,

I'm not real clear on what you need from us. We have signed off on deliver. We have signed off on installation. We have uploaded packing slips and serial numbers on our e-rate web site.

What do you need?

Scott

On Sep 15, 2016, at 8:50 AM, Sandy Candela <[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)> wrote:

Scott – please let me know if you have contacted Lisa regarding this. As I mentioned – this is critical for us to get paid.

Thank you,

Sandy

**Sandy Candela**

<image001.jpg>

1454 Main Street  
Suite C  
Dunedin, FL 34698

[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)  
[www.kynetictech.com](http://www.kynetictech.com)  
tel: (214) 774-2074  
fax: (727) 447-8620

<image002.png>

**From:** Sandy Candela

**Sent:** Wednesday, September 14, 2016 2:48 PM

**To:** 'Campbell, Scott L.' <[scott.campbell@crowley.k12.tx.us](mailto:scott.campbell@crowley.k12.tx.us)>

**Cc:** 'Butera, Lisa' <[Lisa.Butera@sl.universalservice.org](mailto:Lisa.Butera@sl.universalservice.org)>

**Subject:** FW: SLD Invoice No 2405537 /SP\_App Invoice No 143040870

**Importance:** High

Scott – see below. Please let me know after you have sent this information to Lisa. This is critical for us to get paid.

Thank you,

Sandy

**Sandy Candela**

<image001.jpg>

1454 Main Street  
Suite C  
Dunedin, FL 34698

[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)  
[www.kynetictech.com](http://www.kynetictech.com)  
tel: (214) 774-2074  
fax: (727) 447-8620

<image002.png>

**From:** Butera, Lisa [<mailto:Lisa.Butera@sl.universalservice.org>]  
**Sent:** Wednesday, September 14, 2016 2:46 PM  
**To:** Sandy Candela <[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)>  
**Subject:** RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870

Hi Sandy

Since the service certification form was sent to me by you as the service provider I need to confirm receipt of service from the applicant. I have tried to reach out again this week. If you are able to get in contact with them and have them give me a call or send me the certification or email confirming receipt of service as per the instructions listed under the Service Certification portion of my email.

Thank you  
Lisa Butera

**From:** Sandy Candela [<mailto:SandyC@kynetictech.com>]  
**Sent:** Wednesday, September 14, 2016 1:50 PM  
**To:** Butera, Lisa  
**Subject:** RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870  
**Importance:** High

Lisa, I just left you a message. I really have no idea what else I need to provide. Here is the information I sent 2 months ago on July 13<sup>th</sup>. I will send packing slips in separate emails as they are too large to send in one.

The attached invoices to Crowley were paid on 6/17/2016 for a total of 394,726.52. This included a portion that was not approved on the FDL letter.

I am not sure what else you need on the Service Certification form that you state is not acceptable.

Thank you,  
Sandy

**Sandy Candela**

<image003.jpg>

1454 Main Street  
Suite C  
Dunedin, FL 34698

[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)  
[www.kynetictech.com](http://www.kynetictech.com)  
tel: (214) 774-2074  
fax: (727) 447-8620

<image004.png>

**From:** Butera, Lisa [<mailto:Lisa.Butera@sl.universalservice.org>]  
**Sent:** Wednesday, September 14, 2016 7:58 AM  
**To:** Sandy Candela <[SandyC@kynetictech.com](mailto:SandyC@kynetictech.com)>  
**Cc:** Sandy Candela@1727-447-8620 <[IMCEAFAS-Sandy+20Candela+401727-447-8620@solixinc.com](mailto:IMCEAFAS-Sandy+20Candela+401727-447-8620@solixinc.com)>  
**Subject:** RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870

SLD Invoice No	SP_App Invoice No	Line ID	Customer Billed Date	Customer Ship Date	471	FRN
2405537	143040870	8060630		24-Jun-16	1009254	2805892

I am reviewing your request for reimbursement of the invoice line/s noted above.

**BILLS:**

Please submit:

I. A copy of the summary page/s for the bill/s <for SPIs: sent to Applicant > / < for BEARs: received from Service Provider>, to show:

- a. Bill Date / Ship Date,
- b. Service Provider Name,
- c. Bill-To Entity,
- d. Current Charges,
- e. Description of Products / Services Delivered,

i. Please provide written description of products / services when not indicated on bill. For example, Network Equipment is an insufficient description of product delivered.

f. Hours of work performed (for Basic Maintenance of Internal Connections).

II. If the invoice is for deposits or up-front charges for services, please include a copy of the full contract that supports those charges.

**SERVICE CERTIFICATION:**

Please also provide the attached Service Certification form, completed and certified by the authorized representative of the Applicant (school/library), for the products/services provided.

- I. The Representative/Contact Name, Title and Phone: the contact name should match as signatory. If the signatory is any other than the Representative/Contact Name identified on the form, please provide the full Name, Title and Phone Number of the signatory and a reason for the mismatch.

- II. Date Goods/Services Delivered: except for installation only invoice, required for all other products / services delivered;
- III. Date Goods/Services were or will be Installed: required only for non-recurring service (products that need installation);
  - a. This date is required regardless of party providing the installation.
- IV. Date Applicant Portion Paid and Check No., or Date to be Paid: required at all times.
- V. Certification box: select box either on the left or right side;
  - a. Left side: for services delivered/installed as on this invoice;
    - i. Based on service contracted for the FRN, please choose either Delivery Only or Delivery and Installation.
  - b. Right side: for services not yet delivered:
    - i. Please provide contract to indicate provision for up-front charges.
- VI. Signed and dated: by the authorized Applicant contact.

Please note: Service Certification forms are Invoice number specific. Due to audit requirements, the re-submittal of an earlier Service Certification form is not acceptable and will result in rejection of the current invoice line/s.

**RESPONSE REQUIREMENT:**

Please provide this information to me as soon as possible within the next 7 calendar days, by End of Day Wednesday September 21, 2016 . Failure to do so may result in a reduction or rejection of the invoice, without further request. In this event, please ensure you have all necessary documents collected before resubmitting your request. If you have any questions, please contact me within this 7 day period.

Thank you for your cooperation and continued support of the Universal Service Program.

**Lisa Butera**  
**Case Management Associate, Invoicing Team,**  
**Schools and Libraries Program**  
 30 Lanidex Plaza West, Room N210 | Parsippany, NJ 07054  
 T: 973.581.7620 | F: 973.599.6539  
[Lisa.Butera@sl.universalservice.org](mailto:Lisa.Butera@sl.universalservice.org)

----- Confidentiality Notice: The information in this e-mail and any attachments thereto is intended for the named recipient(s) only . This e-mail, including any attachments, may contain information that is privileged and confidential and subject to legal restrictions and penalties regarding its unauthorized disclosure or other use. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution, or the taking of any action or inaction in reliance on the contents of this e-mail and any of its attachments is **STRICTLY PROHIBITED**. If you have received this e-mail in error, please immediately notify the sender via return e-mail; delete this e-mail and all attachments from your e-mail system and your computer system and network; and destroy any paper copies you may have in your possession. Thank you for your cooperation.

----- Confidentiality Notice: The information in this e-mail and any attachments thereto is intended for the named recipient(s) only . This e-mail, including any attachments, may contain information that is privileged and confidential and subject to legal restrictions and penalties regarding its unauthorized disclosure or other use. If you are not the intended recipient, you are hereby notified

that any disclosure, copying, distribution, or the taking of any action or inaction in reliance on the contents of this e-mail and any of its attachments is **STRICTLY PROHIBITED**. If you have received this e-mail in error, please immediately notify the sender via return e-mail; delete this e-mail and all attachments from your e-mail system and your computer system and network; and destroy any paper copies you may have in your possession. Thank you for your cooperation.



**Sandy Candela**

---

**From:** Microsoft Outlook  
**To:** Butera, Lisa  
**Sent:** Friday, September 30, 2016 8:58 AM  
**Subject:** Relayed: RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870

**Delivery to these recipients or groups is complete, but no delivery notification was sent by the destination server:**

Butera, Lisa (Lisa.Butera@sl.universalservice.org)

**Subject:** RE: SLD Invoice No 2405537 /SP\_App Invoice No 143040870



RE: SLD  
Invoice No 2...